Module 4 [Troubleshooting and Helpdesk]

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**Troubleshoot security**

What is troubleshooting?

-The process of locating, evaluating, and fixing faults or concerns in a system or gadget is known as troubleshooting. It entails methodically determining a problem's underlying source and putting fixes in place to fix it.

what is the need of troubleshooting security?

-Troubleshooting security becomes essential because it lets you find and fix security vulnerabilities, breaches, or malfunctions. By addressing security issues, organizations may safeguard their data and systems against possible threats and attacks and ensure the privacy, availability, and integrity of their information.

Do a practical to change the password.

-Practical to change the password:

To change a password, follow these general steps:

Log in to the system or application where the password needs to be changed.

Navigate to the account settings or profile section.

Look for the option to change the password.

Enter the current password and then provide a new password.

Confirm the new password and save the changes.

Ensure the new password meets any requirements set by the system, such as length, complexity, etc.

Do a practical to change the user account password.

On Windows:

Press Ctrl+ Alt + Delete, then select "Change a password."

Enter the current password, followed by the new password twice.

Click "Change password."

How do you troubleshoot a computer?

-To troubleshoot a computer, follow these steps:

Identify the problem: Determine what isn't working as expected.

Gather information: Collect relevant data about the issue, such as error messages, recent changes, etc.

Analyse potential causes: Consider hardware, software, and configuration factors that could be contributing to the problem.

Test solutions: Implement solutions one by one to see if they resolve the issue.

Document findings: Keep track of what solutions worked or didn't work for future reference.

How to troubleshoot common computer problems?

-Common troubleshooting steps include:

Restarting the computer.

Checking cables and connections.

Updating drivers and software.

Running diagnostic tools.

Checking for malware or viruses.

Your computer turns on, but still doesn’t work?

-This could be a sign of a number of problems, including defective software, hardware, or setup errors. Examine hardware connections, perform diagnostic tests, enter safe mode during bootup, and examine error messages as methods of troubleshooting.

You get the blue screen of death?

-A critical system issue is usually indicated by the blue screen of death (BSOD). Troubleshoot: Take note of the error message that appears on

the screen, look it up online, see if there are any hardware or driver problems, run memory diagnostics, and restore the system if needed

**OS Troubleshooting**

What are the basic of troubleshooting?

-The basics of troubleshooting involve:

Identifying the problem

Gathering relevant information

Analysing potential causes

Testing solutions

Documenting findings

Write down the steps of OS troubleshooting.

-Determine the issue: Identify the broken component of the operating system.  
assemble data: Gather any pertinent information, recent modifications, and error messages.  
Examine possible causes: Think about any hardware, software, or configuration problems that might be the source of the issue.  
Test answers: Execute troubleshooting procedures, such as system restarts, updates checks, diagnostic tool runs, etc.  
Record results: For future reference, note which solutions worked and any extra actions that were taken.

Do a practical to repair OS.

-Reinstalling the operating system or performing system repairs using installation media while protecting user data are common methods of operating system repair.

Do a practical to repair boot file.

-The Windows Recovery Environment (WinRE) or installation media are usually used to access Command Prompt and run boot rec commands, such as boot rec /fix boot or boot rec /rebuild BCD, in order to repair boot files.

DO a practical to repair boot mgr.

-Using the boot rec commands or boot repair tools found in the operating system recovery environment, boot MGR repairs are comparable to boot file repairs.

What is recovery?

-The process of returning a system or data to its pre-failure state or condition following an error, loss, or damage is referred to as recovery.

Why do we need recovery?

-In the case of an incident, such as a system crash, hardware malfunction, data corruption, accidental deletion, or malicious attack, recovery is crucial to restoring functionality and data integrity.

list out the tools for recovery.

-Backup and Restore tools

System Restore

Data recovery software

Disk partitioning tools

Command-line recovery tools (e.g., CHKDSK, Test Disk)

Live CD/USB distributions (e.g., Ubuntu Live, System Rescue CD)

DO a practical to recover deleted file.

-To find and recover deleted files from the storage device, use data recovery software such as Recuva, Disk Drill, or PhotoRec

Do a practical to recover the formatted file

-Use data recovery software to examine the formatted storage device and try to recover lost data, just like you would with deleted files.

Do practical to recover data from the OS Corrupted file.

-This might involve scanning the defective storage device with data recovery software or trying to fix the corrupted file using third-party applications or system utilities.

**Hard Drive troubleshooting**

What is Hard troubleshooting?

-Hard drive troubleshooting refers to the process of identifying, diagnosing, and resolving issues or malfunctions related to hard disk drives (HDDs) or solid-state drives (SSDs). This can include addressing problems such as drive failures, performance issues, unusual noises, or data corruption.

Why do we need Hard drive troubleshooting

-In order to ensure that storage devices are operating correctly and to avoid data loss or system failures, hard drive troubleshooting is required. It assists in locating and resolving problems that can result in drive failure, data corruption, or loss of access to crucial information kept on the hard disk.

Do a practical to troubleshoot the digging sound.

-Your hard disk may be on the verge of failing mechanically if you hear a digging sound emanating from it. Under such circumstances, quick action is essential to avoid data loss. What you can do is as follows:   
Turn off the computer right away to stop additional hard drive damage.   
Take out the computer's hard drive.   
If it's a desktop drive, carefully open the hard drive shell and check for any visible physical damage if you feel comfortable doing so.   
You may try to diagnose and fix the drive yourself if there isn't any obvious damage and you have faith in your abilities. In these situations, it's usually safer to seek professional help or data recovery services.

Do a practical to change the SATA cable in hard drive

-To replace the SATA cable that is attached to a hard drive, take the following actions:   
After turning off the computer, disconnect it from the power supply.   
To access the internals, open up the computer casing.   
Find the SATA cable that joins the motherboard and hard drive.   
Carefully unplug the SATA cable from the motherboard and the hard disk.   
Make sure the new SATA cable is firmly attached to the motherboard and the hard drive by replacing the old one.   
Reconnect the power and close the computer case.   
Turn on the computer and see if the operating system or BIOS has correctly detected the hard disk.

**Laptop, Printer, Video card Troubleshooting**

What is the basic troubleshooting for printer?

-Basic troubleshooting for a printer:

Check power and connectivity: Ensure that the printer is properly connected to power and to the computer via USB or network connection.

Verify paper and ink/toner: Make sure there is enough paper in the tray and sufficient ink or toner in the cartridges.

Clear paper jams: Open the printer cover and remove any jammed paper carefully.

Restart printer and computer: Sometimes a simple restart can resolve communication or software issues.

Update drivers: Check for and install any available updates for the printer drivers.

Run printer diagnostics: Many printers have built-in diagnostic tools accessible through the control panel or software interface.

What is the basic troubleshooting for laptop?

-Basic troubleshooting for a laptop:

Check power source: Ensure the laptop is properly connected to a power source and the battery is charged.

External devices: Disconnect all external devices (USB drives, external monitors, etc.) and try restarting the laptop.

Restart: Perform a restart to see if the issue resolves itself.

Check for display: If there's no display, try connecting an external monitor to see if the laptop is working but the screen is faulty.

Run diagnostics: Many laptops have built-in diagnostic tools accessible during boot-up or through the BIOS/UEFI

Do a practical to disassemble the laptop and change the corrupted ram.

-Disassembling a laptop can be complex and may void warranties. If you're unsure, seek professional assistance.

Turn off the laptop and disconnect all power sources.

Remove the screws securing the bottom cover of the laptop and carefully lift it off.

Locate the RAM modules and unlock the clips holding them in place.

Gently remove the corrupted RAM module and replace it with a new one.

Secure the new RAM module in place by pressing it down until the clips lock into position.

Replace the bottom cover of the laptop and tighten the screws.

Do a practical to change the cartridge of the printer.

-Open the printer cover to access the cartridges.

Wait for the cartridge carriage to move to the replacement position.

Press down on the old cartridge to release it, then pull it out of the slot.

Remove the new cartridge from its packaging and remove any protective tape.

Insert the new cartridge into the slot, ensuring it is securely in place.

Close the printer cover and wait for the printer to initialize and calibrate the new cartridge.

Do a practical to change the processor fan.

-Turn off the computer and disconnect all power sources.

Open the computer case to access the CPU and fan.

Locate the fan assembly on top of the CPU.

Disconnect the fan power cable from the motherboard.

Remove any screws or clips securing the fan to the CPU heatsink.

Lift the fan assembly away from the CPU heatsink and remove it.

Install the new fan assembly onto the CPU heatsink and secure it in place with screws or clips.

Reconnect the fan power cable to the motherboard.

Close the computer case and reconnect the power sources.

Do a practical to check the laptop which is not starting up

-Ensure the laptop is connected to power or has a charged battery.

Press the power button to attempt to start the laptop.

Listen for any sounds like fans spinning or hard drive activity.

Look for any indicator lights that may provide clues about the issue.

If there are no signs of life, try removing the battery and unplugging the power cord, then hold down the power button for 30 seconds before reconnecting power and attempting to start again.

If the laptop still doesn't start, it may require professional diagnostics or repair.